



# User Account Requests Training (Requestors)

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# Overview

LANDesk Training Information Site provides other materials that will be very helpful to review after attending this Webinar: [http://dii.vermont.gov/support/service\\_desk/landesk/training/UARTraining](http://dii.vermont.gov/support/service_desk/landesk/training/UARTraining)

The State of Vermont used various means for processing user account requests. The LANDesk system User Account Request module replaced many of those previous systems for setting up accounts for newly hired employees, changes to existing employee information, or removing terminated employees accounts.

Authorized Requestors have the ability to submit requests to add, edit, and remove the access/permissions of employees to various state systems and software. Authorized Requestors are tasked to make sure that a request is appropriately approved before they submit a User Account Request ticket. Below is helpful training materials to guide an Authorized Requestor in the uses and process of submitting a User Account Request.

## UAR Requestor and Approver Training Guides

- [User Account Requestor Guide](#) (updated 8/4/15)
- [UAR Choosing a Type](#) (added 3/30/15)
- [User Account Request Approver Guide](#) (updated 8/4/15)
- [UAR Account Action Form Screen Shots](#) (updated 8/3/15)
- [Frequently Asked Questions](#) (updated 1/30/15)

## UAR Webinar

- [User Account Request \(UAR\) Training Webinar \(January 2015\)](#) (approx. 60 min)
- [UAR Training Slides \(Current Trainings\)](#)

## User Account Request Points of Contact

Each department's Points of Contact has the authority to approve or reject a request for an employee to become an Authorized Requestor. Please check the list of Points of Contact if you intend to become an Authorized Requestor.

- [AHS User Account Requestor Points of Contact](#)
- [AOA User Account Requestor Points of Contact](#)

## UAR Quick Steps

- [UAR Changes to Existing Quick Click List](#)
- [UAR New Hire Quick Click List](#)
- [UAR Termination Quick Click List](#)



# Overview

The State of Vermont used various means for processing user account requests. The LANDesk request system replaced several manual and electronic forms for these collections of systems and automated the account request process.

- [As an Authorized requestor](#), you will be logging into LANDesk and making requests for **newly hired employees, changes to existing employee information, or removing terminated employees** from computer accounts. You are tasked to make sure that a request is appropriately approved before submitting.
- This training will be focused on the basic steps that are needed to submit a UAR request ticket.

# When to ask an Authorized Requestor to submit a ticket

**Authorized Requestors are the only ones that have a User Account Request button on their LANDesk homepage.**



- An individual wants access/permission/removal to an existing shared folder, security group, and/or email distribution list.
- An individual requires a change to an account such as adding or removing an account due to changes in job duties.
- An individual has a name change that would affect their account(s).

The Request Support form is not to be used for “new hire” accounts, transferring employee accounts, changes to permissions and accesses of accounts, terminating employee accounts.

# When to use Request Support ticket for IT issues...

## Some Examples:

- Something “IT” is broken or doesn’t work
  - Printer will not print. Or clear the queue
  - Outlook email/Calendar issues such as it won’t open/freezing, emails are missing, password resets.
  - Computer connection issue like the Network/internet is down, computer won’t turn on
  - Unable to open or close a program – an error message appears
  - Cannot login to Citrix, locked out
- Need an “IT” service performed
  - Create/Remove an IT Active Directory group or folder
  - Create/Remove an email Distribution List or shared mailbox
  - Software update/install is needed – Adobe / Java / Brower upgrade
  - Simple Outlook Global Address Book changes such as, phone number change, location address changes.



# Submit a User Account Request

## Log into LANDesk

- Go to <https://itsupport.vermont.gov> if your domain is VSMS, TAX or AHS.
  - Your Windows login credentials will automatically pass through to LanDesk, and it should log you in automatically
- Go to <https://itsupport.vermont.gov/logon> if your domain is different from above (example DPS, LABOR). This is an explicit login.
  - Use your email address as your user name to open LANDesk.
- NOTE: To access LANDesk Self Service from a remote location, connect via VPN or Citrix first.



# LANDesk Account Workflows

## Generic Accounts for Most State Users

- Active Directory
- Email
- ACD Phone
- LANDesk Account
- RACFID/TSO/VM
- Remote Access
- Other

## Accounts specific to AHS Users

- ACCESS\*
- Medicaid Pharmacy Claims\* ★
- Medicaid Analytics\* ★
- MMIS \* ★
- OnBase\* ★
- AFG ★
- PEAKS ★
- Other ★ (to be used for other accounts not configured in workflows above)

**\*Requires business approval**

Accounts with a Blue Star are also dependent on Active Directory creation to be completed prior to those accounts being created.



## Interaction with LANDesk Requests

### Interaction via email:

#### Email subject line

**Never change the subject line of a notification from LANDesk because that is how LANDesk identifies with the request. Any changes made to the subject line may result in a lost email response.**

- Once the request has been submitted, LANDesk will generate emails related to the following: User Account Request (UAR) number. The email may:
  - requesting more information,
  - inform the requestor that a note has been added to the request
  - the account has been created
  - the request has been approved or rejected, etc.
- The requestor can reply to the email at any time and it will be added to the “notes” section of the request.





# Common Navigation & Tips

## Dashboard Request Statuses

### Common Dashboard Status

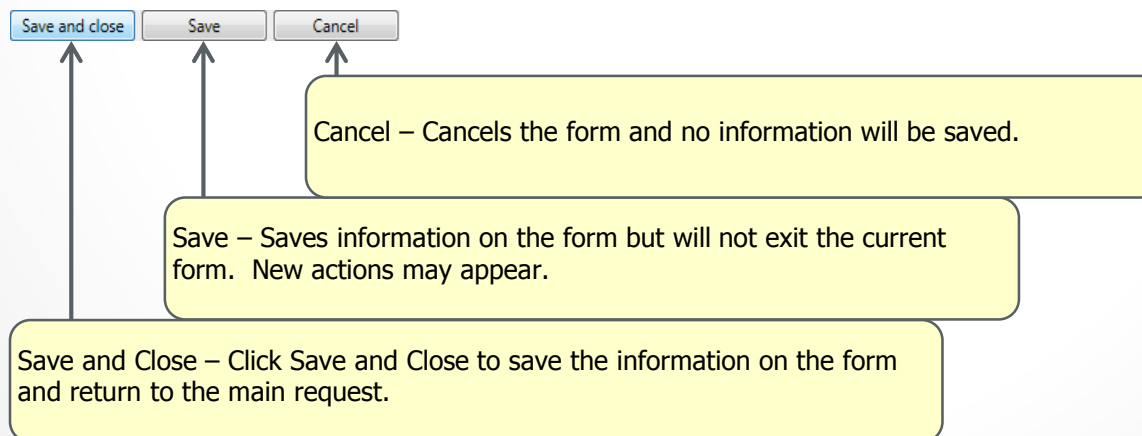
- **Acknowledged** – This is a pass thru status which most requestors will not even see when submitting a completed ticket. If they do see it, they need to re-open the ticket to finish and submit.
- **Awaiting User Completion** – the request form has been started but is not yet complete until an account request has been entered and submitted. (Nothing gets forwarded until “submit” is clicked by the requestor)
- **Open** – The “child” request has been created, and is waiting for an analyst to be assigned.
- **In Progress** – the request has been submitted and waiting for accounts to be created.
- **Awaiting Authorization** – the request requires prior approval and is waiting for an approving authority to approve.
- **Out with Customer** – the analyst has asked for more information; the request is waiting for a response or action from the requestor.
- **Awaiting Child Request** – the “parent” will have this status until all the “child” requests have been completed and closed.
  - Parent/Child Requests will be described.

# Common Navigation & Tips

## Save & Close, Save or Cancel

### When to choose “Save and close”, “Save”, or “Cancel”

When finished with any form, the requestor will have the following options; **NOTE: none of these options will submit the request – they only save or cancel the form you are currently on.**



# Submit a User Account Request

## Choosing a Type:

- Changes to Existing - **who is in same position**
  - Current user requires change to add new account or change permissions to an existing account. (i.e. add OnBase account, if did not have it previously OR a change to Tiny Term headcount location).
  - Current user requires change in access/permission to an existing folder or account (i.e. for example: need to be added to an existing Active Directory folder or removed from a security group or email distribution list)
  - Name Change to a current user. Identify user's current existing name, then in description box, detail what the new name should be changed to. This will require all account actions be picked to identify the accounts the user has that will need the name change.



# Submit a User Account Request

## Choosing a Type:

- New Hire
  - A new user who does not currently have an account with the State of Vermont.
  - An Employee who has transferred from another State of Vermont department/agency.
    - A Current user moving within State Government (i.e. being hired into a different position by terminating from previous position)
      - A LANDesk UAR Request is done by Hiring Agency/Department who submits a UAR request to add new security groups and/or accounts specific to the new position.








# Submit a User Account Request

## Choosing a Type:

- Termination
  - A user who has terminated from or been terminated from their State of Vermont position.
  - An employee transferring to another State of Vermont department/agency.
    - A Current user moving within State Government (i.e. terminating from a position and being hired into a different position)
      - A LANDesk UAR Request / Termination is done by the Departing Agency/Department to remove all current security groups and other account accesses that are no longer needed. This is also where it would be noted that authorization is given for user to have access to existing mailbox and files.

# Submit a User Account Request

The current Employee Info page: How to report Office 365 license type G1 vs. G3 or N/A to this ticket (indicate in description field)

## New Request

**EMPLOYEE INFORMATION -- Fields in Blue and marked with a \* below are Mandatory and must be filled in. (Mandatory fields subject to change based on information entered.)**

\* Choose a Type:

\* Domain:

\* First Name:

\* Middle Name:

\* Last Name:

Employee ID:

Billing Code:

\* Dept/Office:

\* Phone Number (xxx)xxx-xxxx:

\* Physical Address:

\* Town/City:

\* Manager/Supervisor:

\* Effective Date (mm/dd/yyyy):

\* Permanent/Temp/Contractor:

Transfer from Department:






**Request Details**

\* Summary:

Description:

# Submit a User Account Request

The proposed future Employee Info page: Use dropdown box to indicate which Office 365 license type G1 vs. G3 or N/A if not applicable to the request being submitted)

## New Request

**EMPLOYEE INFORMATION -- Fields in Blue and marked with a \* below are Mandatory and must be filled in. (Mandatory fields subject to change based on information entered.)**

\* Choose a Type:

\* Domain:

\* First Name:

\* Middle Name:

\* Last Name:

Employee ID:

Billing Code:

\* Dept/Office:

\* Phone Number (xxx)xxx-xxxx:

\* Physical Address:

\*Town/City:

\*Manager/Supervisor:

\* Effective Date (mm/dd/yyyy):

\* Permanent/Temp/Contractor:

Transfer from Department:

Office 365 License needed:

G1, G3, or N/A

**Request Details**

\* Summary:

Description:

# Submit a User Account Request

## **Office 365 Licensing Information**

Office 365 License Type explained below or N/A if not applicable to this request.

- G1 is a light user with Online email and MS Office applications which includes SharePoint contributor rights.
- G3 is a user with full desktop MS Office applications installed, SharePoint Administrator rights and the Online MS Office applications (same as G1).



# Submit a User Account Request

## Office 365 Licensing Information

- Link that brings you to a licensing FAQ with very helpful information and a table outlining the basics of the G1 and G3 licenses:  
<http://dii.vermont.gov/application/desktop/ms365/licensing>
- Link to area of the O365 FAQ that pertains to costs associated with the license types:  
<http://dii.vermont.gov/application/desktop/ms365/faq#Cost>
  - Reviewing the rest of this FAQ could also give you some additional insight to the Office 365 migration.



# Submit a User Account Request

Walk through filling out a LANDesk UAR.





## Questions/Report Issues/Changes

### DII Service Desk:

- Issues with LANDesk - put in a Request Support ticket.
- Call 802-828-6620, option 1, or toll free 1-855-828-6620, option 1
- **New LANDesk Change Request form.** If you have a suggestion for a LANDesk enhancement, fill out a “LANDesk Change Form” found at DII Website - [http://dii.vermont.gov/support/service\\_desk/landesk](http://dii.vermont.gov/support/service_desk/landesk) and sent to our new mailbox noted on the site.